System for Time & Attendance Reporting

STARweb

TROUBLESHOOTING
STARWEB VERSION 4.25 (2005)

Troubleshooting STARweb Version 4.25

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General System Problems

Who do I contact when I need help with STARweb?
For APHIS employees, ATAC (APHIS Technical Assistance Center) should be your first point of contact. E-mail or call them if you are having trouble logging onto STAR Web or if you are having trouble printing. You can contact ATAC at ATAC@aphis.usda.gov or 1-877-944-8457 option 3 (option 4 for password resets). For AMS employees, your program's IT Rep should be your first point of contact. Contact Roy Mitchell for password resets.

Contact your program's Civilian Pay Technician for any T&A regulation questions, T&A error messages, and/or other pay issues: Contact information is listed at this web site:
http://www.aphis.usda.gov/mrpbs/pay_leave_tod.html.

To save an error message: [Control + P] will screen print the message and [Control + Alt + Print Screen] will copy the message so you can paste it in a document or e-mail.

My computer crashed in the middle of doing my T&As. Will all my information be lost?
STARweb is designed to save T&A information at NFC each time you click "Save" when changes to the information are made. As long as you save your changes (or verify the T&A) before moving onto another employee's T&A, you will lose little or no data if your computer crashes.

Make sure to log back into the program when you can and verify that your last action was saved.

STARweb doesn't display well on my computer; information is overwritten with info boxes and I can't scroll to the bottom of lists:
STARweb is designed to display on a monitor set to 800 x 600 resolution. If your monitor has a higher setting, the pages may not display properly.

To check your windows monitor settings, right click on your desktop and choose properties from the list. Click on the tab "Settings". Your resolution is shown under "Screen Area". You will want it set to 800 x 600. Next click the "Advanced" button and make sure the font setting is for "Small Fonts". Save and close. Now your STARweb pages will display properly.

STARweb keeps locking up when I use it and I need to close out and re-login . What's the problem?
The buttons on the Internet Explorer menu bar (such as "Back" or "Search") were not designed to be used in the secure STAR Web site. All actions should be taken from within the STAR Web window.

Many pages contain large amounts of information and take some time to fully load. If you start selecting items or clicking buttons before the page is fully loaded, you may be interrupting the page-loading processes and confusing the program. Watch carefully for the loading bar in the lower left of the browser window for indication that the page is fully loaded.

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An internet connection that is unusually slow or is interrupted may cause page loading problems in STARweb. Try connecting to other web sites to verify that you may be having internet problems. Contact ATAC or your IT Rep to be sure any STAR Web or MRP Internet problems have been reported for your area.

I left STARweb open on my computer but got busy with other tasks. Now when I return to STARweb and try to perform various functions, it is displaying a page expired error message.
Your STARweb internet session will expire after 20 minutes of non-use. You will need to close the Internet Explorer window in order to start again.

Logging On

When I log in I get the message "Your Password Has Expired." How do I change my password?
You will get this message when you are logging in the first time with a new ID and every 60 days as a prompt to change your password.

To change your password, enter your user ID and old password in the ID and password boxes, then enter a new password in the "new password" box, confirm it by entering it again in the "confirm password" box, and click "log in". You must fill all four logon entry boxes before clicking logon to change your password. You will know you have successfully logged on when it you see either the Contact Point List or the Employee List.

I am unable to logon to STARweb and I'm getting an error message. What do I do?
If you try to login and get a message that tells you *"The password that you entered is invalid"* or *"Unsuccessful login due to authorization error"* you are either entering your information incorrectly, or your password is locked-up and will need to be reset. First, try logging in again to see if you get the same message. Warning: the program will automatically lockup a password if you try logging in three times unsuccessfully. Try logging in twice and close-out/reopen the program to try again.

If you confirm you have an ID problem, see the contact information above. Be sure to give the contact person your ID, the application(s) you login to with that ID (STARweb, TRAVEL, FFIS) and exactly what error message you are getting.

I am trying to change my password, but the system tells me my new password is unacceptable. What am I doing wrong?
STARweb will only accept passwords that are 6 to 8 characters and alpha-numeric. You will need to create a password with some alphabet characters and some numbers. STARweb will not let you reuse a password that you have used before. Make sure your new password is not too similar to a previous password.

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I'm trying to login to STARweb, but I can't remember my password. Who do I call for help?
Use the contact information listed above for help with a forgotten password. There won't be a record of your password, but the contact can help you reset it to something new.

Employee List

I added a new employee, but the employee does not appear in the employee list.
The STARweb employee list at times does not properly refresh when a new employee is added. In most cases the employee has been successfully added. To resolve this situation, click on "Refresh" from the Select an action menu. You should now see the employee listed. If the employee still does not appear, try adding the record again.

I added a new employee, but the Employee List screen shows N/A in the status column, and all I can bring up is the Employee Detail.
This can easily be corrected. Follow these steps as a workaround.
1. Select the employee's name from the Employee List
2. Go to the Select an action menu.
3. Click the "Add T&A" button.
4. The status should change to New.
5. Double click on the employee's name to bring up the Biweekly T&A.

Employee Detail

When I add an employee into STARweb with an SSN that starts with zero, the zero disappears when I click "save." Did I do something wrong?
Even though STARweb displays the employee's SSN without the first zero, the number has been recorded properly and will be recognized by the NFC payroll systems.

I added a new employee but input the wrong SSN. The system won't let me change it. What do I do?
You cannot change a SSN for an employee after you save their new record, but you can select that record from the Employee List and delete it. You can then start again and create a new record with the correct SSN.

I transmitted a new employee under the wrong SSN. What do I do?
Contact your program's Civilian Pay Technician for help in fixing this error.

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Import

I am trying to import a T&A for an employee on my list, but I keep getting an "IDMS" error and it won't import. What's the problem?
An IDMS error indicates that the data is unavailable to import. There could be a number of reasons for this situation. Contact your program's Civilian Pay Technician for assistance.

Rollover

STARweb won't let me rollover my employee to a new pay period. What's wrong?
Check the pay period number at the top of the screen. Does it show the previous pay period? STARweb cannot rollover from the prior pay period if the current pay period appears at the top of the screen.

On the Employee List for the current pay period, do you see a status of New? STAR Web cannot rollover if the status of the current T&A's is something other than N/A.

Do you have transmitted T&A's for the prior pay period? STAR Web cannot rollover to the new pay period if the status of the prior T&A is N/A.

Transmitted T&A's

I made an error on a T&A I transmitted, and now the system won't let me delete it. I get an error that reads "You cannot delete a T&A that is already transmitted." What's the problem?
Once a T&A has been transmitted, it is a permanent record. To make changes on a transmitted T&A, you need to transmit a Corrected T&A. Highlight the name of the employee you wish to correct and click the "Correct T&A" button.

Leave Account

I get an error message telling me to "Update the Employee Leave Account" when I try to verify a T&A for an employee who is not eligible for leave. What's the problem?
This is a standard prompt to help Timekeepers keep leave records accurate for employees. The system is detecting a category missing in the employee's leave account. Go to the Employee list, click on the employee, and click on the Leave Account button. If there is no Annual Leave or Sick Leave listed for the employee, add in those categories (using the employee detail area) and indicate the leave balance as 0. This will satisfy the system and you will be able to verify the T&A for the employee.

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Biweekly TA

I get an error message stating "Accounting Code not found in MASC" when I try to add or update a transaction code line. What does that mean?
MASC stands for Management Account Structure Codes and is the table where APHIS Accounting records valid accounting codes for each fiscal year. STARweb validates against this table as you add and update TC lines. If you get the above message, the accounting code you are using is not listed in MASC. Double check your accounting code to be sure you are not making an error. Click "OK" to continue.

I get an error message stating "Accounting Master Not Found" when I try to add or update a transaction code line. What does that mean?
You have your accounting usage set in the T&A header to "(2) Use Stored Accounting" but you have not followed the procedure to store an accounting code.

Stored accounting is used when all TC code lines on a T&A will not be paid out by more than one accounting code. To store an accounting code:
1. Choose "(1) Store Accounting on First Line" in the T&A Header
2. Input the accounting code on the first TC line only of the T&A (Biweekly T&A page), verify, and transmit. When the T&A is processed, the accounting code will be stored at NFC.
3. The next pay period T&A, change the accounting code usage to "(2) Use Stored Accounting." Accounting is left blank for all TC lines on the T&A.
4. The T&A codes will be charged to the accounting code previously stored at NFC.

In order to use more than one accounting code on a T&A, choose "(3) Accounting on each line" in the T&A header. You will need to input an accounting code for each TC line of the T&A.

I get an error message stating "Cannot Validate Accounting - REASON: IDMS Database Error" when I try to add or update a transaction code line. What does that mean?
MASC stands for Management Account Structure Codes and is the table where APHIS Accounting records valid accounting codes for each fiscal year. STARweb validates against this table as you add and update TC lines. The above message indicates that MASC is currently unavailable to validate codes against.

Double-check your accounting code and proceed with processing your T&A. Being unable to verify the code against the accounting table will not prevent NFC from processing your transmitted T&A.

T&A Header

When I tried to verify my T&A I got an error message that reads " Your base hours is greater than your duty hours." What does that mean?
The message means that you have entered more than 80 base hours on the T&A. You will need to delete some of the hours or change them to credit hours, compensatory time, or overtime.

Corrected T&A

I transmitted a T&A with the wrong accounting code. Do I transmit a corrected to fix this?
If the accounting code you used was a <u>valid</u> code, but the wrong code, transmit a corrected to reallocate the funds to the right accounting code.

If the accounting code you used was an <u>invalid</u> code, a corrected T&A will not fix the problem. You will need to contact your program's finance person or the Accounting department FMD-Minneapolis for help correcting the code.

I followed the correct process and sent in a corrected T&A for an employee, but it never processed. Why would this happen?
A Timekeeper is able to process corrected T&A's for an employee for up to one year. After that time, a corrected will need to be manually processed through your program's Civilian Pay Technician.

Split T&A

I started a split T&A but realize I don't need to process this T&A as a split. Now the system won't let me delete it. What do I need to do?
Highlight the employee's name, and click the "Merge" button to combine the two parts. Now you can delete the T&A or process it as a regular T&A. Warning: only the data from part two will be saved in the merge process.

Print

I am trying to print, but there are no T&A's appearing on my computer screen. What do I do?
In order for the T&A's to appear on the computer screen, the pop-up blocker must be turned off. To turn off the pop-up blocker, go to "Tools" and choose "Pop-up Blocker". Choose "Turn off pop-up blocker". If you are still having printing problems, there may be other settings that need to be adjusted. Contact ATAC or your program's IT Rep for assistance.

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I am trying to print and I can see my entire list of T&A's on my computer screen, but when I click the print button but nothing prints. What's the problem?

It could be a memory or setting problem with your computer system or desktop printer. STARweb T&A print files can be very large documents that can give some systems difficulties. You may be able to print one at a time or "Print Selected." Contact your local IT rep or ATAC for help diagnosing your specific problem.

Building JCL

I wanted to check my JCL information and nothing displays on the JCL page. What am I doing wrong?

You need to select a contact point in the contact point table before the JCL information will display on the page for that point.

Transmit

I followed correct T&A procedure and my confirmation report indicates my T&A's didn't transmit properly. What should I do?

Check your JCL to be sure it is built properly. The input areas will need to indicate

1. **PROD** - warning: T&A's will be rejected at NFC with "TEST" in this area).
2. **FP** (indicates Full Production).
3. **A valid u-printer** (U8869 is default). ATAC will have a list of all valid APHIS u-printers. AMS and GIPSA timekeepers can go to their IT person for this information.
4. **Job Card Comments:** If you are having problems transmitting, it is best to leave this area blank. Some characters stored here interfere with transmitting.

Rebuild and save your JCL, retransmit your T&As and check your Confirmation Report for the new transmit.

If your report still indicates a problem, contact your program's Civilian Pay Technician for help. You may be asked to fax a copy of your confirmation report to help identify if there is an ID set-up or other problem.

NFC Confirmation Report

What if my confirmation report didn't print?

Verify in STARweb the status of the T&As does read transmitted. If the status is released you may need to re-transmit.

Verify that the JCL (Job Control Language) for the select contact point has been properly built in STARweb (for further information on building the STARweb JCL see the APHIS STARweb training manual). Note: The "Remote Job ID" field in the STARweb JCL must have a valid u-printer listed and that

u-printer number must correspond with your local u-printer for you to receive reports.

The confirmation report may print out immediately or even hours after transmitting in STARweb depending on how busy NFC systems are when you transmit. Confirm there isn't a problem with your transmission or u-printer if you have not received a report 24 hours after transmitting.

If your u-printer is U8869 you will not receive a confirmation report. U8869 is a virtual u-printer created for timekeepers that do not have a u-printer available locally. However, timekeepers can always get a transmission report from the Contact Point List in STAR Web.

After all other possibilities are considered and verified, contact ATAC to have them check for technical difficulties with your u-printer.

What if the number of T&As shown transmitted in the report is different than the number I transmitted?
Double-check the date, AP ID and name listed on the report to ensure it relates to the transmission in question.

Contact ATAC (or your local IT person) to ensure that you have a valid u-printer listed in your STARweb JCL and that it is working properly. Contact your program's Civilian Pay Technician to report possible problems with transmitting your T&As in STARweb. They will help you resolve any STARweb user / application issues and can verify whether or not your T&As have been received by NFC.

What if the last page of the report shows that all jobs did not complete successfully?
Contact ATAC (or your local IT person) to ensure that you have a valid u-printer listed in your STARweb JCL and that it is working properly. Contact your program's Civilian Pay Technician to report a difficulty transmitting your T&As in STARweb. They will help you resolve any STARweb user/application issues.